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## BANKING OPERATIONS | CUSTOMER SERVICE | BUSINESS DEVELOPEMENT

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### SUMMARY OF QUALIFICATIONS

- ▶ Dynamic professional with over 7 years' experience in administration, sales and customer service.
- ▶ Possess balanced skills in office administration, customer support, and financial record-keeping.
- ▶ Successfully completed Bachelor of Science in Business Administration degree program.
- ▶ Demonstrated ability to assess processes, identify problems, and implement solutions.
- ▶ Outstanding interpersonal skills with ability to communicate with diverse groups.
- ▶ Well organized, able to address and complete multiple tasks simultaneously.
- ▶ Strong self-motivation; work well independently or in team environment.
- ▶ Hard working; adaptable; fast learner; excel in new environments.

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### PROFESSIONAL EXPERIENCE

**HERITAGE TRUST FEDERAL CREDIT UNION, Pittsburgh, PA** 09/2005 – Present

***Banking Associate***

Provide administrative and customer service support to 13 credit union branches as well as headquarters of local, not-for-profit banking institution with commercial and individual clientele. Due to performance excellence, selected as only graduate of new hire training class not to need on the job training. Serve as acting branch manager upon absence of manager.

- Operate teller's window to serve the members, accepting retail and/or commercial deposits, verifying cash and endorsements, and giving customers their receipts.
- Assist members with a variety of specialized financial transactions including cashier's checks, savings bonds, stop payments, credit card payments, cash advances, and certificates of deposits.
- Manage customer service initiatives assisting with new and existing accounts and acting as focal point for information requests.
- Perform supervisory audit of other teller's drawer reconciliation, assessing all transactions individually to verify proper financial and account information.
- Organize financial records into comprehensive filing system, maintaining and updating with necessary information
- Originate loans, gathered proper financial data required for the commercial loan request. Collect past due commercial loan accounts within the credit union portfolio.

**TOMASELLA FURNITURE, Brugniera, Friuli Venezia, Italy** 07/2002 – 04/2005

***Independent Sales Representative***

Marketed and sold custom furniture to local military clientele, assessing client needs, creating designs, preparing price quote, closing sale, and serving as liaison throughout process. Managed the entire sales process from requirements gathering to sales close.

- Marketed products, made appointments, and gave furniture presentations to diverse audiences, clearly communicating furniture quality and style in clear, concise fashion.
- Provided product information; helped customers make selections; documented sales; processed payments; kept clientele informed of upcoming sales and new products.
- Negotiated payment plans with clients, maintained accurate accounts payable and accounts receivable records, and accurately defined currency exchange rates.
- Utilized automated order system to input orders with factory, carefully entering data to ensure strict compliance with company parameters as well as customer order details.

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**AIR FORCE**, Royal Air Force Lakenheath, England  
*Commissary Vender Contractor*

11/2000 – 05/2002

Supervised an independent contract for stocking grocery store shelves at busy commissary. Maintained excellent and attentive customer service at all times in a fast-paced environment. Addressed problems, concerns and complaints from customers resolving customer-related service.

- Ensured displays, coolers, and shelves were fully stocked. Assisted with receiving orders and back stocking.
- Created a plan for the movement of products from back room to sales area quickly and efficiently. Oversaw the rotation of products, both in back-stock and in-store display areas.
- Checked shelf prices against either case label, priced invoice, or marked box. Priced product accurately making sure that all products on the shelf are priced the same.

**SURMELI HOTEL/CASINO**, Adana, Spain  
*Receptionist*, 40 hours/week

01/1993 – 09/1996

Served as first point of contact for casino operations at luxury hotel property with exclusive international clientele. Also worked as switchboard operator, answering and routing multiple calls to internal and external extensions.

- Greeted, communicated, and maintained good relationships with guests through a high level of courteousness, professionalism and credibility.
- Maintained hotel security posture by verifying visitor's credentials in a national database and assessing possible security risks according to personal traits prior to entry into casino.
- Provided additional guest assistance as needed including recognition of VIPs and high-profile

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## EDUCATION

**American University of London**, London, England  
*Bachelor of Science in Business Administration*, 05/2005

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## TECHNICAL SKILLS

### COMPUTER APPLICATIONS

MS Word/Excel/PowerPoint/Outlook ♦ Novell GroupWise ♦ Internet Research  
proprietary banking and hospitality industry databases and applications

### OFFICE EQUIPMENT

personal computers, laptops, printers, fax machines, copiers, scanners, multi-line phone systems  
Typing speed=45 wpm

### CERTIFICATIONS

Member Service Representative, Teller, Bronze product

### TRAINING

Sales, Call Center Agent, Accountant, Card-services Agent

### LANGUAGES

Fluent in Spanish  
Proficient in Italian

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